



THE HEALTH CARE IMPROVEMENT FOUNDATION
Building Partnerships For Better Health Care

DOYLESTOWN HOSPITAL

Sustainability in Food Service Operations

Doylestown Hospital has adopted several sustainable practices throughout their foodservice operations. The following is a brief synopsis of a few of their sustainable initiatives:

▪ **“At Your Request” Room Service Dining**

The patient foodservice program at Doylestown Hospital is modeled after hotel room service. The program allows a patient to order the food they want when they want it, while allowing for some dietary restrictions, with a focus on freshly prepared foods. While this program has been a driver for improved patient satisfaction, it has also resulted in a dramatic decrease in food waste. An “At Your Request” program can reduce food waste by as much as 35%. Additionally, since all items are prepared to order, it eliminates bulk feeding. Items are fresh or frozen, cooked to order from scratch, with minimal use of canned or pre-prepared foods. Beverages are freshly poured, eliminating the individual drink containers, pc’s and cans.

▪ **Retail Operations**

Doylestown Hospital operates three retail locations for visitors and staff. The following practices have been adopted in all three locations:

1. **Elimination of styrofoam containers for takeout foods.** The use of foam products has been minimized; recyclable plastics and cardboard-coated beverage and soup containers have largely replaced foam products.

In order to reduce overall use of lids for takeout plates, they are available only at the condiment island rather than at every station. This one change has resulted in a \$13,000 savings to the hospital in container costs and volumes of trash avoided.

2. **Addition of organic products.** Organic juices, milks, yogurts and other items have replaced or supplemented customer choices and are rotated throughout the menu.
3. **Elimination of trans-fats.** Products that have zero trans-fats send a healthy message to hospital staff and visitors and are offered whenever possible.

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4. Express napkin program. This program controls the number of napkins taken at one time. In addition to cost reduction and waste elimination, Doylestown Hospital has tied process change to a reduction in the environmental footprint by equating napkins saved to trees saved.
5. Locally grown in-season produce is showcased on the hospital's menu.

- **Fresh Inspirations**

Doylestown Hospital's newest dining concept, *Fresh Inspirations*, opened in mid-December. *Fresh Inspirations* is a new approach to health care dining with a focus on freshly prepared menu items that appeal to the senses and lifestyle of today's customers.

At *Fresh Inspirations*, the taste is the first and most important factor. Second to taste is the variety of offerings: Wellness and You; vegetarian; vegan; all-natural; organic; and sustainable. Emphasis is placed on freshly prepared items made to order at the portion size of the customer's choice. Sandwiches, salads and entrees are available in half-portions, with a variety of healthy side dishes.

Reusable beverage mugs and totes are available for purchase. Totes feature the hospital Green Team logo and motto...*Live Healthy, Live Green!*

The ambience is light and open; materials were selected so that the focus is on the food. Seating is also available on the patio among the freshly planted herbs, perennials and greenery of the arboretum.

The Food Service Team at Doylestown Hospital also recycles grease to bio-fuel; was the alpha adopter of the hospital's single-stream recycling program; and, to upgrade its program, has purchased energy efficient equipment.